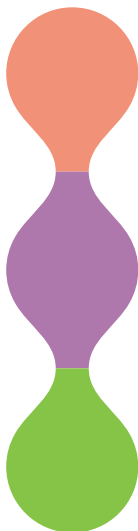




User Guide

Line interactive UPS
with **SUPER FAST**
charging speed

PRO2000SFC, PRO2000SFCU



1 Important Safety Warning

CAUTION:

1. To prevent the risk of fire or electric shock, install in a temperature and humidity controlled indoor area free of conductive contaminants. (See the specifications for the acceptable temperature and humidity range.)
2. To reduce the risk of overheating the UPS, **DO NOT** cover the UPS' cooling vents and avoid exposing the unit to direct sunlight or installing the unit near heat emitting appliances such as space heaters or furnaces.
3. **DO NOT** attach non-computer-related items, such as medical equipment, life-support equipment, microwave ovens, or vacuum cleaners to UPS.
4. **DO NOT** plug the UPS input into its own output.
5. **DO NOT** allow liquids or any foreign object to enter the UPS. **DO NOT** place beverages or any other liquid-containing vessels on or near the unit.
6. In the event of an emergency, press the OFF button and disconnect the power cord from the AC power supply to properly disable the UPS.
7. **DO NOT** attach a power strip or surge suppressor to the UPS.
8. **Attention** hazardous through electric shock. Also with disconnection of this unit from the mains, hazardous voltage still may be accessible through supply from battery. The battery supply should be therefore disconnected in the plus and minus pole at the quick connectors of the battery when maintenance or service work inside the UPS is necessary.
9. Servicing of batteries should be performed or supervised by personnel knowledgeable of batteries and the required precautions. Keep unauthorized personnel away from batteries.
10. When replacing the batteries, use the same number and type of batteries.
11. Internal battery voltage is 12VDC. Sealed, lead-acid, 6-cell battery.
12. **DO NOT** dispose of batteries in a fire. The battery may explode. **DO NOT** open or mutilate the battery or batteries. Released electrolyte is harmful to the skin and eyes.
13. Unplug the UPS prior to cleaning and **DO NOT** use liquid or spray detergent.
14. A battery can present a risk of electric shock and high short circuit current. The following precaution should be observed before replacing batteries:
 - i. Remove watches, rings, or other metal objects.
 - ii. Use tools with insulated handles.
 - iii. Wear rubber gloves and boots.
 - iv. Do not lay tools or metal parts on top of batteries.
 - v. Disconnect charging source prior to connecting or disconnecting batteries terminal.

WARNING:

1. **DO NOT** modify the UPS input cable.
2. Consult your dealer if the UPS input cable connector does not match the utility receptacle.
3. The UPS must be grounded while in use. Operate the UPS only from a properly grounded AC outlet (2 wire plus ground).
4. Turn off the UPS before unplugging it from the AC outlet.

2 Package Contents



x 1



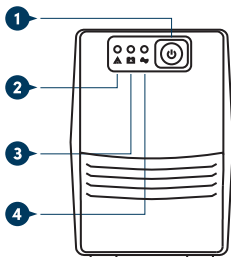
x 1

Note:

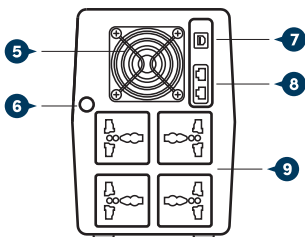
1. The illustrations in this document may appear different from your model.
2. If any of above item is not packed in your package when open, please consult your reseller immediately.

3 Overview

PRO2000SFC/PRO2000SFCU



Front View



Rear View

Legend:

- | | | |
|--|--|---|
| 1 Power Switch | 4 AC Mode Indicator:
Green LED Lighting | 7 USB Port
<i>(only for PRO2000SFCU)</i> |
| 2 Fault Indicator:
Red LED Lighting | 5 Fan | 8 RJ45 Ports (In & Out) |
| 3 Battery Mode Indicator:
Yellow LED Flashing | 6 Power AC Input | 9 Backup Outlets |

4 Installation & Initial Startup



Note:

Before installation, please inspect the unit. Be sure that nothing inside the package is damaged.

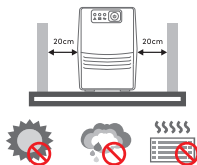
Connect to Utility and Charging

Connect the AC Input Cord from the wall outlet to the UPS. For the best result, suggest to charge the battery at least 6 hours before initial use. The unit charges its battery while connecting to the utility.



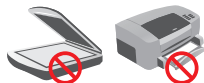
Placement & Storage Conditions

Install the UPS in a protected area that is free of excessive dust and has adequate air flow. Please place the UPS away from other units at least 20cm to avoid interference. **DO NOT** operate the UPS where the temperature and humidity is outside the specific limits. (Please check the specs for the limitations).



Connect the Loads

Plug in the loads to output receptacles on the rear panel of the UPS. Simply turn on the power switch of UPS unit, and then devices connected to the UPS will be protected by UPS unit.



CAUTION:

NEVER connect a laser printer or scanner to the UPS unit. This may cause the damage of the unit.

Data Line Surge Protection *(Only for the model with RJ11/RJ45)*

Connect a single network/telephone/fax line into surge-protected "IN" outlet on the back panel of the UPS unit. Connect from "OUT" outlet with another network/telephone/fax line cable.

Connect Communication Cable *(Only for the model with USB port)*

To allow for unattended UPS shutdown/start-up and status monitoring, connect the communication cable one end to the USB port and the other to the communication port of your PC. With the monitoring software installed, you can schedule UPS shutdown/start-up and monitor UPS status through PC.

Turn On/Off the Unit

Turn on the UPS unit by pressing the power switch. Turn off the UPS unit by pressing again the power switch.

5 Software Download & Installation

Note:

Only for model with USB port.

Please follow steps below to download and install monitoring software:

1. Go to the website <http://www.power-software-download.com>
2. Click ViewPower software icon and then choose your required OS to download the software.
3. Follow the on-screen instruction to install the software.
4. When your computer restarts, the monitoring software will appear as orange plug icon located in the system tray, near the clock.
5. For UPS with HID-compliant USB Port (optional), you may safely shutdown the UPS during power failure simply by connecting to a computer with pre-installed Windows/ Linux/ Mac OS through the USB port even without monitoring software.

6 Storage and Maintenance

Storage

Before storing, charge the UPS at least 6~8 hours. Store the UPS covered and upright in a cool, dry location. During storage, recharge the battery in accordance with the following table:

STORAGE TEMPERATURE	RECHARGE FREQUENCY	CHARGING DURATION
-25°C - 40°C	Every 3 months	1-2 hours
40°C - 40°C	Every 2 months	1-2 hours

Maintenance



The UPS system operates with hazardous voltages. Repairs may be carried out only by qualified maintenance personnel.



Even after the unit is disconnected from the mains, components inside the UPS system are still connected to the battery packs which are potentially dangerous.



Only persons are adequately familiar with batteries and with the required precautionary measures may replace batteries and supervise operations. Unauthorized persons must be kept well away from the batteries.



Batteries may cause electric shock and have a high short-circuit current. Please remove all wristwatches, rings and other metal personal objects before maintenance or repair, and only use tools with insulated grips and handles for maintaining or repairing.

6 Storage and Maintenance



When replace the batteries, install the same number and same type of batteries.



Do not attempt to dispose of batteries by burning them. This could cause battery explosion. The batteries must be rightly deposited according to local regulation.



Do not open or destroy batteries. Escaping electrolyte can cause injury to the skin and eyes. It may be toxic.



Do not disassemble the UPS system.

7 Troubleshooting

Use the table below to solve minor problems.

PROBLEM	POSSIBLE CAUSE	SOLUTIONS
No LED display on the front panel	Low battery	Charge the UPS at least 6 hours
	Battery fault	Replace the battery with the same type of battery
	The UPS is not turned on	Press the power switch again to turn on the UPS
Alarm continuously sounds when the main is normal	The UPS is overload	Remove some loads first. Before reconnecting equipment, please verify that the load matches the UPS capability specified in the specs.
When power fails, back-up time is shortening	The UPS is overload	Remove some critical load
	Battery voltage is too low	Charge the UPS at least 6 hours
	Battery defect. It might be due to high temperature operation environment or improper operation to battery	Replace the battery with the same type of battery
The main is normal but LED is flashing	Power cord is loose	Reconnect the power cord properly

8 Specifications

MODEL	PRO2000SFC/SFCU
Capacity	2000VA
INPUT	
Voltage Range	140 - 300VAC $\pm 5\%$ for 230VAC mode 140 - 290VAC $\pm 5\%$ for 220VAC mode
Frequency	50Hz/60Hz (Auto-sensing)
Phase	Single + GND
OUTPUT	
Voltage Range	220VAC/230VAC + 12%~14%
Battery Mode	220VAC/230VAC $\pm 10\%$
Frequency	50Hz $\pm 1\%$ (Battery Mode); 60Hz $\pm 1\%$ (Battery Mode)
Waveform	Simulated Sine Wave (Battery Mode), Sine Wave (AC Mode)
Transfer Time	2ms typical
BATTERY	
Quantity	2 x 12V Battery
Backup Time	Up to 40 mins depending on the load
Charging Time	2 - 4 hours recover to 90% capacity
PROTECTION/MONITORING	
Short Circuit Protection	Yes (Line Mode and Battery Mode)
Surge Protection	Yes
Alarm	Audible & Visual
UPS Protection	Load Auto Sensing and Abnormal Protection
Overload Protection	Line Mode - 100 - 120% 5mins change to fault mode >120% change to fault mode immediately Battery Mode - 100 - 120% 5 secs shutdown >120% shutdown immediately
Intelligent Battery Management	Prevent overcharging of battery Protect battery and prolong battery life
Data Line Surge Protection	RJ45
SOFTWARE MONITORING	
USB Connector #1	AC Fault, Battery Low, Shutdown UPS
Software #1	Support Windows® 7/ 8/ 10, Linux and Mac
GENERAL	
Noise Level	< 40dB
Temperature	0°C - 40°C
Humidity	0 - 90%
Power Factor	Up to 0.7
Built in AVR	TRUE Full AVR (3steps)
Dimension D x W x H	320 x 130 x 182
Weight (kg)	10.6

Note:

#1: Only applicable for model PRO2000SFCU

1 Peringatan Penting Keselamatan

PERHATIAN:

1. Untuk mencegah resiko kebakaran atau sengatan listrik, pasang pada daerah yang suhu dan kelembabannya terkontrol (Lihat spesifikasi untuk rentang suhu dan kelembaban yang ditentukan.)
2. Untuk mengurangi resiko overheating dari UPS, JANGAN menutup ventilasi UPS dan menempatkan pada daerah yang terkena sinar matahari langsung atau menempatkan dekat dengan peralatan yang memancarkan panas.
3. JANGAN menghubungkan perangkat yang tidak berhubungan dengan computer, seperti peralatan medis, oven microwave, atau vacuum pembersih pada UPS.
4. JANGAN menyambung input UPS ke output UPS itu sendiri.
5. JANGAN biarkan cairan atau benda asing masuk kedalam UPS. JANGAN menempatkan minuman atau cairan dekat dengan unit.
6. Dalam keadaan darurat, tekan tombol OFF dan cabut kabel power dari sumber listrik untuk memastikan UPS benar benar dalam kondisi tidak aktif.
7. JANGAN menambatkan power strip/surge pada UPS.
8. Perhatian tersangat listrik sangat berbahaya. Juga dengan melepaskan unit ini dari sumber listrik, tegangan berbahaya masih tersimpan pada baterai. Kabel baterai juga harus dilepas disaat melakukan perawatan atau perbaikan UPS jika diperlukan.
9. Perbaikan pada baterai harus dilakukan oleh personil yang memiliki pengetahuan tentang baterai dan tindakan pencegahan jika diperlukan. Jauhkan dari personil yang tidak mengerti.
10. Ketika mengganti baterai, gunakan jumlah dan jenis baterai yang sama.
11. Tegangan baterai internal adalah 12VDC. Sealed, lead-acid, baterai 6-cell.
12. JANGAN membuang baterai kedalam api. Baterai dapat meledak. JANGAN membuka atau merusa baterai. Elektrolit yang terlepas berbahaya bagi kulit dan mata.
13. Cabut UPS sebelum melakukan pembersihan dan JANGAN gunakan deterjen cair atau spray.
14. Baterai dapat menimbulkan resiko sengatan listrik dan hubungan singkat. Perhatikan beberapa pencegahan berikut sebelum mengganti baterai:
 - i. Lepaskan jam tangan, cincin, atau benda logam lainnya.
 - ii. Gunakan alat yang terisolasi.
 - iii. Pakailah sarung tangan dan sepatu bot dari bahan karet.
 - iv. Jangan meletakkan peralatan atau logam diatas baterai.
 - v. Cabut kabel yang terhubung langsung ke sumber listrik sebelum menyambung/mencabut kabel terminal pada baterai.

PERINGATAN:

1. JANGAN memodifikasi kabel listrik yang masuk ke UPS
2. Hubungi dealer Anda jika konektor kabel tidak sesuai dengan konektor pada UPS
3. UPS harus terhubung pada ground saat sedang digunakan. UPS harus di hubungkan pada stopkontak AC yang memiliki ground yang benar (2 kawat di tambah ground).
4. Matikan UPS sebelum mencabut dari stopkontak AC.

2 Isi Perangkat



x 1



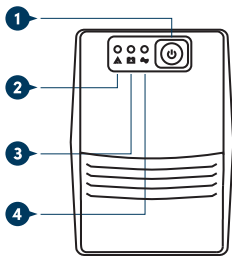
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Catatan:

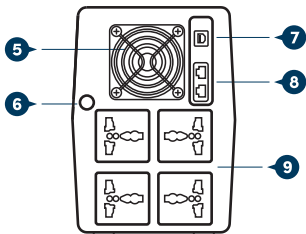
1. Ilustrasi dalam dokumen dokumen ini mungkin tampak berbeda dari model anda.
2. Jika salah satu item di atas tidak dikemas dalam paket anda ketika terbuka, silakan berkonsultasi dengan reseller anda segera.

3 Tampak

PRO2000SFC/PRO2000SFCU



Tampak Depan



Tampak Belakang

Keterangan:

- | | | |
|---|--|--|
| 1 Switch Daya | 4 Indikator AC Mode: Lampu penerangan Hijau LED | 7 Port USB
<i>(only for PRO2000SFCU)</i> |
| 2 Indikator Fault: Lampu penerangan Merah LED | 5 Kipas | 8 Port RJ45 (In & Out) |
| 3 Indikator Modus Baterai: LED Kuning berkedip | 6 Daya AC input | 9 Backup Outlets |

4 Instalasi Dan Sebelum Memulai



Catatan:

Sebelum melakukan instalasi, mohon unit diperiksa. Pastikan tidak ada yang rusak didalam kemasan.

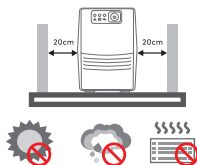
Sambungkan ke Listrik dan Charging

Sambungkan Kabel Input AC dari soket sumber listrik ke UPS Anda. Untuk hasil yang terbaik, disarankan untuk mencharge baterai minimal 6 jam sebelum digunakan. Unit akan tercharge ketika terhubung ke sumber listrik.



Penempatan & Penyimpanan

Penempatan UPS sebaiknya berada pada daerah yang bebas debu dan memiliki sirkulasi udara yang baik. Harap menempatkan UPS minimal 20cm dari unit yang lain untuk menghindari interferensi. **JANGAN** menjalankan UPS disaat suhu dan kelembaban berada diluar batas yang telah ditentukan. (Silahkan periksa spesifikasi untuk mengetahui batasan)



Menghubungkan ke Beban

Sambungkan beban pada konektor output yang berada pada panel belakang UPS. Hidupkan tombol power UPS dan kemudian perangkat yang terhubung ke UPS akan terlindung oleh UPS.

PERHATIAN:

JANGAN menghubungkan printer lase atau scanner ke UPS. Hal ini akan menyebabkan kerusakan unit.



Perlindungan Lonjakan Jalur Data *(Hanya untuk model dengan RJ11/RJ45)*

Hubungkan satu saluran jaringan/telepon/faks ke stopkontak "IN" yang dilindungi lonjakan arus di bagian belakang panel unit UPS. Terhubung dari outlet "OUT" dengan jaringan/telepon/faks lain kabel.

Hubungkan Kabel Komunikasi *(Hanya untuk model dengan port USB)*

Untuk memungkinkan untuk auto shutdown/startup pada UPS dan monitoring status, sambungkan kabel komunikasi pada port USB lalu ke port komunikasi pada PC anda. Dengan software monitoring yang terinstal, anda dapat membuat jadwal untuk menshutdown/start-up dan memonitor UPS anda melalui PC.

Menghidupkan/Mematikan Unit

Menghidupkan UPS dengan menekan tombol power. Mematikan UPS dengan menekan kembali tombol power.

5 Unduh Perangkat Lunak dan Instalasi

Catatan:

Hanya untuk model dengan port USB.

Silakan ikuti langkah-langkah di bawah ini untuk mengunduh dan menginstal perangkat lunak monitoring:

1. Pergi ke situs <http://www.power-software-download.com>
2. Klik ikon perangkat lunak ViewPower dan kemudian memilih OS yang dibutuhkan untuk men-download perangkat lunak.
3. Ikuti petunjuk pada layar untuk menginstal perangkat lunak.
4. Ketika restart komputer anda, software monitoring akan muncul sebagai ikon plug jeruk yang terletak di baki sistem, dekat jam.
5. Untuk UPS dengan Port USB yang sesuai dengan HID (opsional), Anda dapat mematikan UPS dengan aman selama kegagalan daya hanya dengan menghubungkan ke komputer dengan OS Windows/ Linux/ Mac yang sudah diinstal sebelumnya port USB bahkan tanpa software monitoring.

6 Penyimpanan dan Pemeliharaan

Penyimpanan

Sebelum menyimpan, isi daya UPS setidaknya 6~8 jam. Simpan UPS dalam keadaan tertutup dan tegak di lokasi sejuk dan kering. Selama penyimpanan, isi ulang baterai sesuai dengan tabel berikut:

SUHU PENYIMPANAN	ISI ULANG FREKUENSI	PENGISIAN DURASI
-25°C - 40°C	Setiap 3 bulan sekali	1-2 jam
40°C - 40°C	Setiap 2 bulan sekali	1-2 jam

Pemeliharaan



Sistem UPS beroperasi dengan voltase berbahaya. Perbaikan hanya dapat dilakukan oleh personel pemeliharaan yang berkualifikasi.



Bahkan setelah unit terputus dari listrik, komponen di dalam sistem UPS masih terhubung ke paket baterai yang berpotensi berbahaya.



Hanya orang yang cukup akrab dengan baterai dan dengan yang diperlukan tindakan pencegahan dapat mengganti baterai dan mengawasi operasi. Orang yang tidak berwenang harus dijauhkan dari baterai.



Baterai dapat menyebabkan sengatan listrik dan memiliki arus hubung singkat yang tinggi. Silahkan lepaskan semua jam tangan, cincin, dan benda pribadi logam lainnya sebelum perawatan atau perbaiki, dan hanya gunakan alat dengan pegangan dan pegangan berinsulasi untuk memelihara atau memperbaiki.

6 Penyimpanan dan Pemeliharaan



Saat mengganti baterai, pasang nomor dan jenis baterai yang sama.



Jangan mencoba membuang baterai dengan membakarnya. Ini dapat menyebabkan baterai ledakan. Baterai harus dibuang dengan benar sesuai dengan peraturan setempat.



Jangan membuka atau merusak baterai. Keluarnya elektrolit dapat menyebabkan cedera pada kulit dan mata. Ini mungkin beracun.



Jangan membongkar sistem UPS.

7 Permasalahan

Gunakan tabel di bawah ini untuk menyelesaikan masalah kecil.

MASALAH	KEMUNGKINAN	SOLUSI
Tidak ada LED yang menyala pada panel depan	Baterai lemah	Charge UPS minimal 6 jam
	Baterai rusak	Ganti baterai dengan jenis yang sama
	UPS belum dihidupkan	Tekan saklar daya dengan jenis yang sama
Alarm secara terus menerus berbunyi ketika sumber listrik normal	UPS overload	Lepaskan beberapa beban yang terhubung ke UPS. Sebelum dipasang kembali, harap pastikan beban masih dapat diterima oleh UPS yang sesuai pada spesifikas
Ketika sumber listrik terputus, waktu back-up sangat pendek	UPS overload	Lepaskan beberapa beban critical
	Tegangan baterai sangat rendah	Charge UPS minimal 6 jam
	Baterai rusak. Mungkin disebabkan karena suhu ruangan yang tinggi, atau operasi yang tidak layak pada baterai	Ganti baterai dengan jenis yang sama
Listrik normal tetapi LED berkedip	Kabel power longgar	Hubungkan kembali kabel power dengan benar

8 Spesifikasi

MODEL	PRO2000SFC/SFCU
Capacity	2000VA
INPUT	
Voltage Range	140 - 300VAC $\pm 5\%$ for 230VAC mode 140 - 290VAC $\pm 5\%$ for 220VAC mode
Frequency	50Hz/60Hz (Auto-sensing)
Phase	Single + GND
OUTPUT	
Voltage Range	220VAC/230VAC + 12%-14%
Battery Mode	220VAC/230VAC $\pm 10\%$
Frequency	50Hz $\pm 1\%$ (Battery Mode); 60Hz $\pm 1\%$ (Battery Mode)
Waveform	Simulated Sine Wave (Battery Mode), Sine Wave (AC Mode)
Transfer Time	2ms typical
BATTERY	
Quantity	2 x 12V Battery
Backup Time	Up to 40 mins depending on the load
Charging Time	2 - 4 hours recover to 90% capacity
PROTECTION/MONITORING	
Short Circuit Protection	Yes (Line Mode and Battery Mode)
Surge Protection	Yes
Alarm	Audible & Visual
UPS Protection	Load Auto Sensing and Abnormal Protection
Overload Protection	Line Mode - 100 - 120% 5mins change to fault mode >120% change to fault mode immediately Battery Mode - 100 - 120% 5 secs shutdown >120% shutdown immediately
Intelligent Battery Management	Prevent overcharging of battery Protect battery and prolong battery life
Data Line Surge Protection	RJ45
SOFTWARE MONITORING	
USB Connector #1	AC Fault, Battery Low, Shutdown UPS
Software #1	Support Windows® 7/ 8/ 10, Linux and Mac
GENERAL	
Noise Level	< 40dB
Temperature	0°C - 40°C
Humidity	0 - 90%
Power Factor	Up to 0.7
Built in AVR	TRUE Full AVR (3steps)
Dimension D x W x H	320 x 130 x 182
Weight (kg)	10.6

Note:

#1: Only applicable for model PRO2000SFCU

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Technical Support : support.id@prolink2u.com

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Note: Closed on Saturdays, Sundays and local/regional Public Holidays.

Register online for your Product Warranty at www.prolink2u.com

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